

CHAPTER 75-05-04 CLIENT MANAGEMENT

Section

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75-05-04-01. Admission process.

1. The regional director shall designate admission personnel who are responsible for the initial contact with the individual and the individual's family to define and evaluate the presenting problems and make disposition for necessary services.
2. If, in the judgment of the admission personnel, the contact which has been made is of an emergency nature, the admission personnel shall comply with emergency service procedures.
3. If, in the judgment of the admission personnel, the contact which has been made is not of an emergency nature, the admission personnel shall determine if the human service center can provide the treatment or services that the individual and the individual's family require. Upon determination that required services are available, the admission personnel shall assure that an appointment is scheduled.
4. A signed application for services must be completed at the time of admission.
5. The initial admission process must involve a face-to-face interview with the client and include the following:
 - a. A statement of the presenting problems;
 - b. The client's social history, including family background, psychiatric history, developmental history, educational history, and employment;
 - c. The client's medical history encompassing relevant findings of previous physical or psychiatric evaluations, psychiatric mental status, a list of the client's current medications and allergies, and additional evaluations, as deemed necessary. If the client is being considered for community residential services, a physical

examination must have been completed within the last three months; and

- d. A signed release of information form from the client and the client's parent or guardian, when deemed necessary.
6. If the client is being referred for community residential services, the client shall, if possible, visit the residential facility. If arrangements can be made, an overnight stay may be considered.
7. If the human service center or the unit to which the client has been referred cannot provide services, the professional staff member shall document, in the client record, the reasons why the client is not provided services. The human service center shall have a mechanism to review service needs and formulate recommendations for applicants, when the initial unit to which the client was referred cannot provide services. The applicant shall be informed of the results of the review and the results must be documented in the individual's admission file or client record.

History: Effective November 1, 1987; amended effective December 1, 1991; February 1, 1996.

General Authority: NDCC 50-06-05.2

Law Implemented: NDCC 50-06-05.2

75-05-04-02. Admission. Repealed effective December 1, 1991.

75-05-04-03. Individual plans.

1. Each client who has been admitted for service to the human service center shall have an individual plan based on the admission data and needs of the client.
2. Overall development and implementation of the individual plan are the responsibility of the professional staff member assigned the client.
3. The individual plan must be developed in accordance with the following:
 - a. Clients who are eligible for clinical services shall have an individual plan.
 - b. Clients who are eligible for vocational rehabilitation services shall have an individual written rehabilitation program (IWRP).
 - c. Clients who are eligible for mental retardation-developmental disabilities case management shall have a case plan and an individual services plan (ISP).
4. The individual plan must contain the client's name, problems, service strategies to resolve problems, goals, names of staff members

responsible for service strategies, and the signature of the case manager. In the case of clients who are eligible for medical assistance benefits, and receiving clinic service, the client record must document physician approval.

5. The professional staff member assigned the client shall review the individual plan with the client and shall document the review in the client's record.
6. Upon completion of the admission process, admission personnel shall make a provisional diagnosis and initiate a treatment plan.
7. Within twenty working days from date of admission, which is the time when the client and the staff member first meet to begin the admission process, the multidisciplinary team must hold a case staffing to confirm or to revise the diagnosis and treatment plan, or to reassign the client to an appropriate member of the professional staff.

History: Effective November 1, 1987; amended effective December 1, 1991; February 1, 1996.

General Authority: NDCC 50-06-05.2

Law Implemented: NDCC 50-06-05.2

75-05-04-04. Progress notes. Progress notes must be entered into the client's service record and must be updated after each visit. The human service center shall develop and implement an acceptable format to update client records which meet the goals of the individual plan. Group therapy progress notes must be documented in the individual client's record at least weekly. The date, signature, and title of the staff member making an entry must be included with each entry.

History: Effective November 1, 1987; amended effective December 1, 1991; February 1, 1996.

General Authority: NDCC 50-06-05.2

Law Implemented: NDCC 50-06-05.2

75-05-04-05. Individual plan review. For clinical services, the case manager and the case manager's supervisor shall review individual plans at least every six months, except for chronic cases, which must be reviewed at least every twelve months. For vocational rehabilitation services, the vocational rehabilitation counselor and the client must review and evaluate the individual written rehabilitation program at least every twelve months. For developmental disabilities case management, the counselor and the client must review the individual service plan at least every twelve months.

History: Effective November 1, 1987; amended effective December 1, 1991; February 1, 1996; March 1, 1997.

General Authority: NDCC 50-06-05.2

Law Implemented: NDCC 50-06-05.2

75-05-04-06. Completion of treatment or service.

1. The case manager shall enter a treatment or service completion statement in the client's progress notes when clients have not received treatment in six months or when termination is mutually agreed upon by the client and the case manager, or when it has been determined by a multidisciplinary team that a client no longer needs treatment or that treatment is inappropriate.
2. When the service completion statement has been finalized, the closure must be entered on the data collection system.

History: Effective November 1, 1987; amended effective December 1, 1991; February 1, 1996.

General Authority: NDCC 50-06-05.2

Law Implemented: NDCC 50-06-05.2

75-05-04-07. Client referrals.

1. When a client needs treatment or service which the human service center does not provide, staff shall assist the client in obtaining the services, if available.
2. The staff shall provide pertinent information to the referral agency. Before any referral is made, a release of information must be signed by the client or a determination must be made that the signed release of information form is not necessary for the referral.

History: Effective November 1, 1987.

General Authority: NDCC 50-06-05.2

Law Implemented: NDCC 50-06-05.2

75-05-04-08. Records maintenance.

1. The regional director shall designate a staff member who is responsible for the safekeeping of each client's record.
2. All data and information in the client's record is confidential.
 - a. Records must be maintained in accordance with federal and state confidentiality requirements.
 - b. Upon written request, the client's record is available to the client, or to any individual designated by the client, for review unless a legally sufficient basis for denying the client access to the record has been established. The human service center shall establish policies which encourage clients to seek professional assistance while undertaking a review of records, and which prevent the alteration of any record during a review.

3. The human service center shall comply with department policies and procedures concerning records management.

History: Effective November 1, 1987; amended effective December 1, 1991; February 1, 1996.

General Authority: NDCC 50-06-05.2

Law Implemented: NDCC 50-06-05.2